

# The IPN DISPATCH

**IPN**  
INCIDENTPAGE.NET  
Real News. Real Time.™

IPN Monthly Dispatcher Update

March 2017

## DISPATCHER OF THE MONTH

We are pleased to announce that OKL033 has been named DOTM!

Congratulations to this Hotline Dispatcher who has **been with IPN since 2000!**

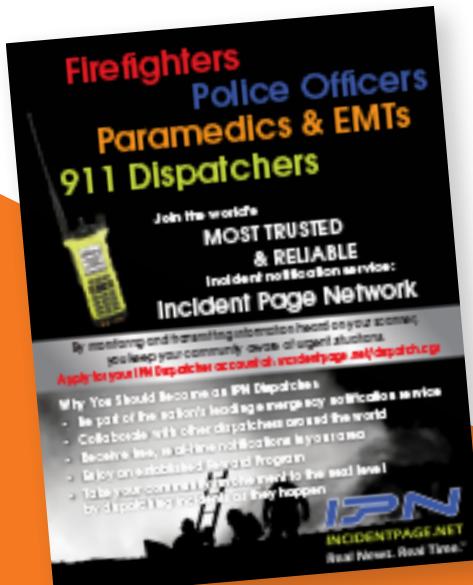
*Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.*

## LOOKING FOR PEOPLE LIKE YOU!

In IPN's 17<sup>th</sup> year, we recognize that our desire today hasn't changed much from the very beginning — to provide total coverage from the one horse towns to the metropolises. To provide REAL NEWS in REAL TIME and for DECADES TO COME!

From years of standard advertising methods, we have found that the best advertisement for dispatcher recruitment is through word of mouth. The verbal praise from our members is the reason why most new dispatchers join. We appreciate your efforts to continue building our team!

To help with recruiting, we have full color IPN flyers. Give these to people who might be interested in dispatching with IPN or display in your place of work to start a conversation. If you are hosting or exhibiting at an event where attendees are from the public safety community, we will gladly send you some flyers. Just let us know a few weeks prior to the date and how many you need.



## IN THIS ISSUE

2016 Chapter Stats  
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Congratulations  
New IPN T-Shirt

Remember to have the subscribers you've recruited give your name so that we can award extra points to your account!

# 2016: YEAR IN REVIEW

Last year was nothing short of amazing. It wouldn't have happened without the efforts of each of you. For that, we are grateful.

222,871 incidents were dispatched to the system with California (24,985) being our busiest state. LAX is still the busiest of the four California chapters but the CAL coverage expanded at a rapid pace.- beating LAX in June! The Second and Third busiest states were Florida (23,963) and New York (22,405). A huge high five to Ontario who placed in the top ten for the first time ever as Eighth busiest.

Our busiest months were January (22,297), February (21,978) and March (21,899) in that order. Every chapter and state has the potential for greatness. New Jersey's North chapter, for example, doubled their call volume for the second half of the year. This is due, in part, to many dispatchers moving over to serve on the premiere notification system, IPN, of course.

In other chapters, people have focused on their efforts and sent more incidents. To be active doesn't require sending national newsworthy incidents each and every time. In fact, many of our newest users are the stay at home parents who just want to know when there is a crash in their town. This is one reason why we redefined the traffic groups.

Each and every incident that you send makes a difference. Even if you hear something that doesn't interest you it may interest the members of the system. That weird call that may have caused you to hit scan before is now valid for the "Special" category. If you have a question on how to be more active and increase the numbers in your chapter(s) please ask a support member. We are more than happy to help.

Monthly stats will return in the April Newsletter.

JAN	FEB	MAR
FLORIDA	FLORIDA	FLORIDA
CALIFORNIA	CALIFORNIA	CALIFORNIA
NEW YORK	NEW YORK	NEW YORK
MASSACHUSETT	MASSACHUSETTS	TEXAS
PENNSYLVANIA	TEXAS	MASSACHUSETTS
OHIO	NEW JERSEY	ILLINOIS
TEXAS	PENNSYLVANIA	ARIZONA
ILLINOIS	OHIO	OHIO
MARYLAND	CONNECTICUT	PENNSYLVANIA
ONTARIO	ILLINOIS	MARYLAND

APR	MAY	JUNE
CALIFORNIA	FLORIDA	CALIFORNIA
FLORIDA	CALIFORNIA	NEW YORK
NEW YORK	NEW YORK	FLORIDA
MASSACHUSETT	MASSACHUSETTS	MASSACHUSETTS
TEXAS	ILLINOIS	ILLINOIS
NEW JERSEY	TEXAS	PENNSYLVANIA
OHIO	NEW JERSEY	NEW JERSEY
ILLINOIS	PENNSYLVANIA	TEXAS
CONNECTICUT	OHIO	OHIO
PENNSYLVANIA	CONNECTICUT	MARYLAND

JULY	AUG	SEPT
CALIFORNIA	CALIFORNIA	NEW YORK
NEW YORK	FLORIDA	CALIFORNIA
FLORIDA	NEW YORK	FLORIDA
MASSACHUSETT	MASSACHUSETTS	NEW JERSEY
PENNSYLVANIA	NEW JERSEY	MASSACHUSETTS
NEW JERSEY	PENNSYLVANIA	PENNSYLVANIA
ILLINOIS	ILLINOIS	ILLINOIS
TEXAS	TEXAS	MARYLAND
MARYLAND	OHIO	ONTARIO
OHIO	MARYLAND	TEXAS

OCT	NOV	DEC
CALIFORNIA	FLORIDA	CALIFORNIA
FLORIDA	NEW YORK	NEW YORK
NEW YORK	CALIFORNIA	FLORIDA
NEW JERSEY	NEW JERSEY	NEW JERSEY
MASSACHUSETT	MASSACHUSETTS	MASSACHUSETTS
TEXAS	PENNSYLVANIA	TEXAS
PENNSYLVANIA	TEXAS	PENNSYLVANIA
ILLINOIS	MARYLAND	ONTARIO
OHIO	OHIO	ILLINOIS
ONTARIO	ILLINOIS	MARYLAND



02/23/17 @12:01 |  
CON | Wolcott, CT  
(New Haven County) |  
2 Alarm Fire | 453.5125 |  
681 Wolcott Rd | CMD  
striking 2nd alarm for  
heavy fire showing  
from a commercial  
building M/A:  
Waterbury | CON203

Photo by  
Rick Kulman

## CRITICAL UPDATES: VEHICLE PURSUITS

### PART II

Last month we went over conditions when it is acceptable to update a police chase. We know how tricky these can be so Part II is a follow up on some circumstances that require more savvy.

The first situation is the chase that becomes a Perp Search or foot chase. The most important part of this call is to keep your updates on the original category. If you jump categories it results in confusion for those who are monitoring. If it started as a car chase then all subsequent alerts must also be sent to Vehicle Pursuit.

The second situation is a major jurisdictional change. We understand that calls



that stay within one county are most likely going to be paged to the majority of the subscribers in that county even if we were to change the city. It is preferred that you do not make that change! Please just note the new location in the narrative. The bigger issue is a chase that leaves one county and enters the next (or one that goes in to the next state).

*continued on next page*

# CONGRATULATIONS!



**Chuck Lowe,  
VP of IPN**



Rick White, Founder and Owner of 911 iMedia Inc, is pleased to announce the promotion of Chuck Lowe to Vice President of our organization. Chuck has been with IPN since the company was formed, coming to us from New England Fire News & Boston Citywide radio, both were once staples in the Boston buffering community. In his new role he will be responsible for overseeing all aspects of the system including customer service, sales, quality control and recruiting.

In addition to his experience with notification services, Chuck has been a career firefighter and company officer for two decades and counting. He is a structural collapse technician on UASI USAR Team 2 and previously worked on his department's Hazmat Task Force. Prior to his career as a firefighter, Chuck was a 911 operator and fire dispatcher in three cities. He also worked as an EMT with a private ambulance company for ten years. Chuck brings a lot of experience to our organization and we are thrilled to have him leading us into our next twenty years.

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When this happens, it is best to "close out" the call in one area and then generate a "new" incident in the area where the call has migrated to. The best way for us to do this is to show examples:

*LAX| Castaic (Los Angeles County)| Veh Pursuit (Los Angeles County)| NB I-5 & Templin Hwy|LASO in pursuit of vehicle high rate of speed northbound. Unknown wants| LAX081*

*LAX| Castaic (Los Angeles County)| Veh Pursuit| NB I-5 & Templin Hwy|U/D: Chase has entered Kern County. CHP now lead. Updates on CAL chapter.| LAX081*

*CAL| Lebec (Kern County)| Veh Pursuit| NB I-5 |Chase entering from LA County. Unk Wants. CHP taking lead from LASO.| LAX081*

The key to this transition is that you must send two pages. If for some reason you only have access to one chapter you will

need to contact the hotline to generate the "new" incident on the location that the chase has moved to. The hotline may be able to get an admin to enable the chapter where the call went if you are able to continue coverage.

If the suspect vehicle turns around and goes back to the original county the same process should be followed.

Please reach out to support if you have questions. We want to make sure you have the information you need to excel in your dispatching efforts.



**Text: [hotline@incidentpage.net](mailto:hotline@incidentpage.net)  
Toll-free Phone: 1-888-339-8259**

**Remember to provide all the necessary information, including spelling out street names and towns.**



2/23/17 @03:26 | PEN | WEST GOSHEN TWP, PA (CHESTER COUNTY) |  
1 ALM | 124 BANTERY RD | FD O/S OF A FULLY INVOLVED 2.5 STORY  
SINGLE-FAMILY DWELLING. | PEN031

Photo by PEN089

## PHOTO CONTEST

IPN is looking for THE BEST photograph to appear on a new IPN mouse pad, like this one. The winning photographer receives an "IPN gift box" and their name or dispatcher ID and photo will be featured on the mouse pad.



Submit your photograph to [newsletter@incidentpage.net](mailto:newsletter@incidentpage.net) with the subject "Photo Contest." Deadline is **March 31, 2017** All entries will be considered. We can't wait to see your talent!

By submitting a photo, you grant 911 iMedia.com and its subsidiary, Incident Page Network, the right to use on marketing materials including but not limited to: promotional products, website, and printed materials. You retain copyright ownership.



**REMEMBER:** when submitting photos to be used in the newsletter, please provide the alert information and date of incident. Without it, we are unable to use your photo.

## CONTACT US

We want to hear from you and share it with other dispatchers! Please send us your article suggestions, incident photos, input, and feedback.

Remember, this is YOUR newsletter!

### Newsletter Story & Photo Submission:

[newsletter@incidentpage.net](mailto:newsletter@incidentpage.net)

### General Support:

[support@incidentpage.net](mailto:support@incidentpage.net)

### Dispatcher Admin Office:

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El Cajon, CA 92020

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